

COVID-19

HEALTH AND SAFETY PROTOCOLS





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HANDS: FACE: SPACE: FRESH AIR

Updated: 27 July 2021

Keeping our guests and staff safe and protected from COVID-19 whilst on safari with us is our top priority.

This document outlines our healthy & safety procedures.

We are following the guidelines of the World Health Organisation (WHO), Ministry of Health and Wellness Botswana, World Travel & Tourism Council (WTTC), and Tourism Business Council of South Africa (TBCSA).

We are active managers in the local COVID-19 management organization, Project Sanitise Maun (www.sanitise.maun.com) and are completely up to date on all local regulations; we will keep you continuously informed as we go through the planning process for each safari.

WHY BEING ON SAFARI IS ONE OF THE SAFEST PLACES TO BE

COVID-19 thrives indoors and in densely populated areas where there is a lot of movement. Fortunately, Botswana is sparsely populated.

Safaris by their very nature are socially distant and guests will be outside in the fresh air for the majority of time.

All game drives and vehicle transfers will happen in our open-sided game viewers.

Everyone entering Botswana will have presented a negative PCR test and undergone a health screening, including a COVID-19 rapid test, upon arrival into Botswana.

Our guests will always be in their private group meaning they will not be sharing camp or their vehicle with anyone else.

Guests will be sleeping in their well spaced-out tents which will have a minimum 24 hour turn around before new guests arrive so the tents can be sufficiently washed and aired.

Extra decorative items will be removed from camp and everything that is set up will be sufficiently washed and sanitized as per COVID health and safety protocols before the next private group arrive for their safari.



ARRIVAL INTO AND DEPARTURE FROM BOTSWANA

Upon arrival into Botswana, all guests will be required to go through a temperature screening and symptom check, followed by a COVID-19 rapid test in order to gain entry. Guests are not required to pay for the rapid test.

If guests show COVID-19 symptoms they will be required to take another test and isolate / quarantine in a mandated quarantine facility at their own expense.

Guests must also present a printed negative PCR test certificate. The test must be taken within 72 hours prior to entry into Botswana.

It is mandatory for all guests to have sufficient travel insurance before departure and Golden Africa requires these details in advance.

All visa requirements must be met prior to departure.

Travelers must have a negative PCR test the day before departure to leave Botswana via their international departure flights. Without this, travelers will be denied check-in. Golden Africa will facilitate this test for all guests.





ARRIVAL INTO CAMP

Although there will be no hand shaking, guests will still receive a warm welcome into camp by a small number of staff whilst maintaining a safe distance.

We will not be offering our 'refresher flannels', however, a wash basin, soap and sanitiser will be provided at the entrance of the main area for guests to wash hands and / or sanitise.

Guests will have their temperature taken and logged in the register by the guide or camp manager.

With permission, all handles of guests' luggage will be wiped down with disinfectant.

Staff will wash hands and / or sanitise before and after carrying guests' luggage to their rooms.

Every guest is required to complete and sign indemnity form upon arrival.

PERSONAL HYGIENE

Vigilant personal hygiene is one of the most important measures that stops or slows the spread of COVID-19. The following preventative measures will be strictly followed:

- ◆ Staff will wear face masks apart from when eating. Staff are provided with disposable masks and / or cloth masks.
- ◆ Guests will wear face masks, except when in their rooms, if seated together in their private travelling group, in well-spaced (2 meters or more apart) outdoor areas, and while eating or drinking.
- ◆ Acceptable masks are cloth masks, surgical masks and N95 respirators.
- ◆ Temperatures of guests and staff will be taken and recorded each morning and afternoon/evening with non-contact thermometers .
- ◆ Any temperature outside of the normal range (37.8C or greater) will require relevant action to be taken.
- ◆ Staff will wash their hands thoroughly throughout their working day. As per WHO guidelines regularly washing bare hands offers more protection against catching COVID-19 than wearing rubber gloves.
- ◆ Staff will only wear gloves when cleaning with disinfectant, removing rubbish and whilst washing up.
- ◆ Avoid touching eyes, nose and mouth.
- ◆ Guests will be required to sanitise hands upon every arrival into camp, departure on game drives and before every meal.
- ◆ A social distance of 2m will be maintained where possible.
- ◆ If any guests or staff exhibit any symptoms of COVID-19, that person must stay in their tent and notify their guide or camp manager.

ACTIVITIES

We are exceedingly fortunate that a safari has the huge benefit of primarily being outdoors in the fresh and open air with few other people around meaning the risk of transmission is greatly reduced.

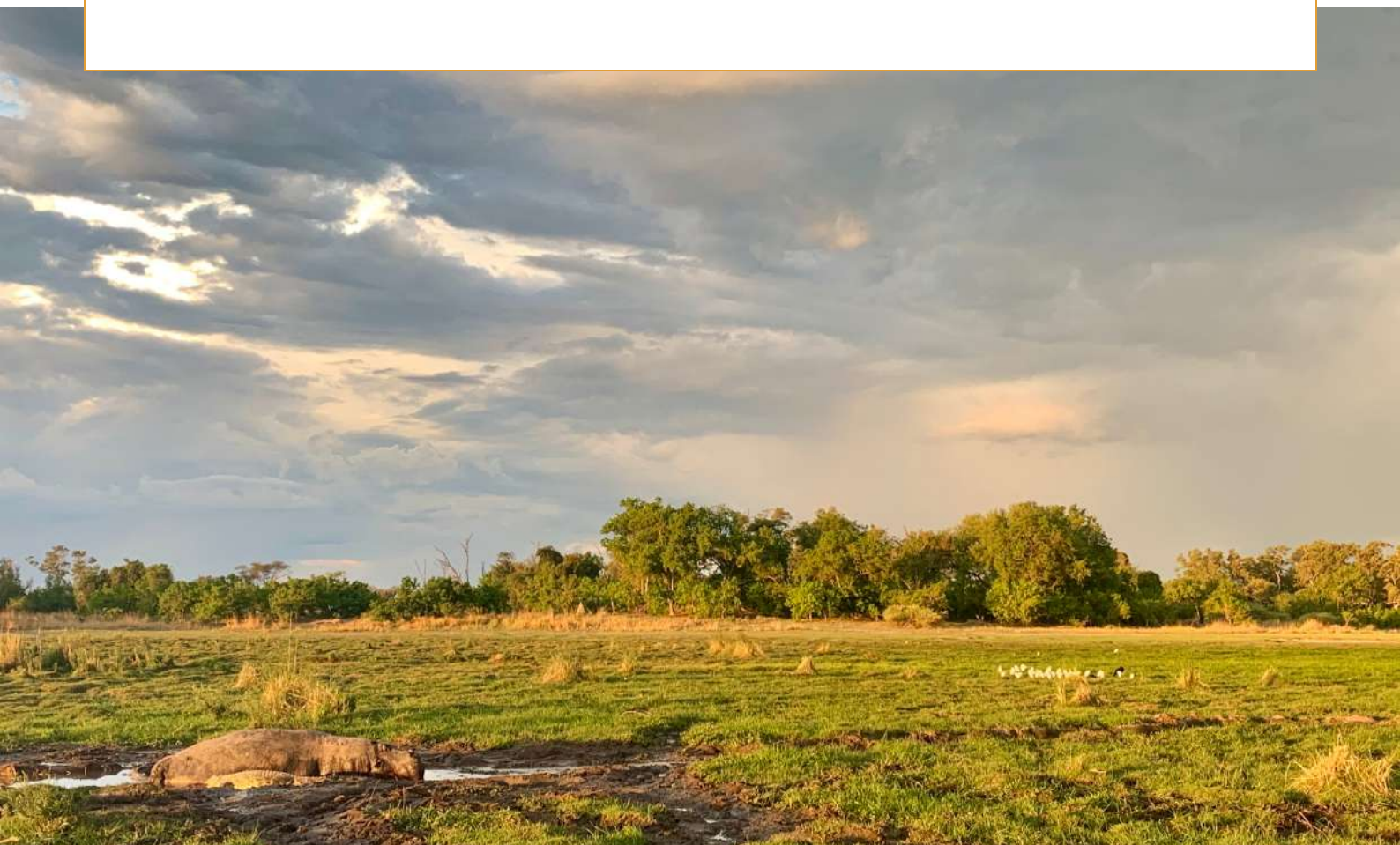
We will, however, still be maintaining COVID protocols whilst out on game drives. All vehicles will be carefully sanitised before and after every game drive.

A wash basin, water and sanitiser will be carried on the vehicle to allow guests to wash their hands when stopping for refreshments.

Sanitiser will be available from the guide for guests during game drives.

Guides and guests will be required to wear face masks.

We suggest guests bring their own binoculars and guidebooks as the guide will be unable to share theirs.





GUEST TENTS

Sanitiser will be provided for guests in their room.

Washing powder is available in each tent to enable guests to wash their face masks.

Guests will be offered the choice of having their rooms serviced daily or not and whether they wish to have a turn-down service at night.

Staff will open the window and door flaps on all tents whilst guests are out on activities to maximise airflow in the rooms.

Upon final departure all surface areas, moveable items, and furniture will be thoroughly cleaned with a disinfectant.

All tents will be left empty for a minimum of 24 hours between safaris to ensure tents are sufficiently disinfected and aired before the new arrivals.



DINING

Dining will continue to take place as usual in guests' private travelling group.

All meals are taken outside in the fresh air, or in the open sided mess tent, maximising airflow.

Guests will be required to wash hands and / or sanitise before each meal.

All tablecloths and napkins will be washed in hot water between each meal.

The guide will not sit with guests.

STAFF TRAINING

Extensive training will be provided to all staff to ensure that they understand

- ◆ The virus, the symptoms and how it is spread.
- ◆ The required sanitising and social distancing procedures for themselves and for guests.
- ◆ How to sufficiently disinfect required surfaces, such as the vehicles, items in guest tents etc.
- ◆ The effective use of PPE and what PPE they must use.
- ◆ How to change into and out of uniforms.
Contactless operations.
- ◆ Package handling, and handling of orders.





We Look Forward To Welcoming You On A
Safe Safari Of A Life Time With Us

✉ info@golden-africa.com
🌐 www.golden-africa.com



LUXURY BOTSWANA SAFARIS